

# Iowa Veterans Home

## AGENCY PERFORMANCE PLAN TEMPLATE

### FY 2005

<b>Name of Agency:</b> Iowa Veterans Home			
<b>Agency Mission:</b> Caring – Our Only Reason for Being			
<b>Core Function</b>	<b>Outcome Measure(s)</b>	<b>Outcome Target</b>	<b>Link to Strategic Plan Goal(s)</b>
<b>Health Care &amp; Support Services</b>  <b>Desired Outcome:</b> Provide quality, inter-disciplinary long term care to veterans and their spouses so their optimal level of health and well being is maintained.	IVH will be at or below the state average for the CMS Quality Indicators.	80%	<b>Health Management Enterprise Plan:</b> All Iowan's have access to quality healthcare services including access to mental health and substance abuse treatment services.  <b>Agency:</b> IVH is recognized as an "Industry Leader" in long-term health care.
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Nursing Services	Fully develop a plan to increase availability of Alzheimer's or other dementia beds.	100% of the plan developed by June 30, 2005.	Reorganize the Loftus 2, Dack 3 and 2 South nursing units.
2. Medical Services	Implement a fully operational Medical Clinic.	100% complete by June 30, 2005.	Complete construction, implement staffing, begin scheduling.

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<b>Resource Management</b>  <b>Desired Outcome: Provide the necessary resources &amp; support to IVH staff so they can deliver the highest quality care to Iowa's veterans.</b>	Develop plan for mentoring program for all departments.	Plan Completed June 30, 2005.	<b>Leadership Agenda: Grow, retain, recruit and attract a diverse and skilled workforce.</b>  <b>IVH: Employer of Choice</b>
<b>Services, Products, Activities</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
3. Employee Services	Percent of increase in employees attendance at training seminars.	15%	Develop a more comprehensive training program, which meets the needs of all staff.
4. Business Services	Reduce the "write-offs" of bad debt from deceased/discharged residents	10%	Aggressively seek opportunities to collect from those with outstanding debt.
	Decrease accounts receivable	15%	Create a collection plan for residents owing funds over 60 days old.
	Applications for grant funding will be completed.	2	A grant guidance team will be developed.
5. Adjutant's Office/Admissions	Increase admission applications	5%	Continue to increase marketing initiatives.
	Increase admissions.	5%	Improve admission process to eliminate delays in application evaluation.